

Animal Behavior College

Where Animal Lovers Pursue Animal Careers



Student Handbook

Animal Behavior College, Inc.
25104 Rye Canyon Loop
Santa Clarita, CA 91355
www.AnimalBehaviorCollege.com

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Handbook Disclaimer

Information provided in this handbook is for informational purposes only. ABC reserves the right to change, edit or update information without notice. Questions regarding information found in this handbook may be directed to your Program Manager or in writing to ABC offices. Please send all written correspondence to: 25104 Rye Canyon Loop, Santa Clarita, CA 91355.

ABC Faculty and Staff

The faculty and staff at ABC work to ensure all students have the opportunity to successfully complete their program of study. Each department serves students in a unique way.

Often the first interaction students have with ABC is when they speak to a member of the Admissions Team. This team is comprised of three departments who work collectively to answer preliminary questions about the programs and assist with the enrollment process. The Call Center staff answers the phones and directs calls to the appropriate person. Admissions Counselors handle the enrollment process and answer questions specific to each program. The Finance Team handles the filing and processing of tuition payments.

Once students are enrolled as active students, they are transferred to the ABC faculty. Each student is assigned to an individual Program Manager to help him or her proceed through his or her program of study. Students who enroll in more than one program will be assigned multiple Program Managers – one for each program. Assisting the Program Managers are our Externship Coordinators (excluding Cat Training Program), who set up and assign students for their hands-on training. Most students are assigned to an Externship Coordinator 2 to 3 months before the beginning of their hands-on training.

How the ABC Programs Work

ABC's comprehensive curriculum is spread across 10 to 11 stages. Each stage is comprised of a specific topic of study vital to your program of study. The first nine stages comprise our "written curriculum." During these stages you will be learning the theoretical knowledge needed for your chosen field. Stage 10 is the Externship, Shelter Experience (for Cat Training Program students) and the Final Examination for the Aquarium Maintenance Program. For the Externship and Shelter Experience portion of the program you will apply the knowledge you learned during the written portion as well as learn new skills from your assigned Externship location. The last stage, Stage 11, is the Final Exam for the Dog Obedience Program, Cat Training Program, Grooming Instruction Program and the Veterinary Assisting Program. This is a cumulative test designed to evaluate the knowledge gained throughout the entire program.

During the entire program, your assigned Program Manager will be available to you during their office hours Monday through Friday to answer questions and assist you during the learning process. Your Program Manager is an expert in your field of study and has a vast array of knowledge that they would love to share with you.

Your Externship Coordinator will set up the hands-on training (Cat Training Program and Aquarium Maintenance Program students will not be assigned an Externship Coordinator). Your assigned Externship Coordinator will need you to keep in touch with them regularly. Remember, they are working to set up a location within your contractual mileage that can provide you with an excellent educational experience. Your Externship Coordinator will not be able to set up a location in a timely manner if you do not stay in regular contact.

Payment Plans and Shipping Schedules

If you did not pay your tuition in full at enrollment, you have a payment plan. The specific information about your payment schedule can be found in your New Student Agreement, Exhibit D – Payment Agreement. If you have any questions or concerns about your payment plan, you must contact your Program Manager immediately. If you have a currently due or past-due payment, you must submit the payment before you can proceed with the program.

It is important to note that processing times for each payment plan may vary from one to three weeks. All payment plans, except In-Home Financing, are coordinated through third-party companies. Payments collected through third-party companies may experience up to a three-week delay. This may cause a delay in your progress through the program.

Students who fall behind on payment plans will be restricted from progressing through the program until payments are made current. Excessive delinquency regarding payments may result in cancellation of your payment plan by the third-party company who processes your payments. Students who default on their payment plan may have their enrollment terminated.

Your curriculum will be sent to you as your payments are made. The table below outlines the *approximate* shipping schedule for most payment plans. Your own schedule for payments and correlating shipments is found in your New Student Agreement. Your Program Manager can provide the contact information for ABC’s internal Finance Department or the lending company’s contact information should you need additional information about your payment plan or have further questions.

Payment Plan	How payments are made	Examples of Shipping Schedule(s)
In-Home Financing (Both US and Canadian Students)	Directly to ABC – May make payment electronically through the Student Center or by check or money order	Deposit (made at enrollment) – Stages 1 through 3, books (if applicable) and student scrubs Payment #1: Stages 4 and 5 Payment #2: Stages 6 and 7- Grooming kit shipped (if applicable to your program) Payment #3: Stages 8 and 9 Payment #4: No shipment, Stage 10 (Externship) Payment #5: Last payment. No shipment. Okay to take Final Exam and receive alumni benefits.
TFC Plans A-B (Canadian students only)	Total of 18 monthly payments paid directly to TFC.	Deposit (made at enrollment) directly to ABC – Stages 1 through 3, and student scrubs Payment #1: Stages 4 and 5 Payment #3: Stages 6 and 7- Grooming kit shipped (if applicable to your program) Payment #5: Stages 8 and 9 Payment #6: No shipment, Stage 10 (Externship) Payment #13: No shipment. Okay to take Final Exam. Payment #18: Okay to receive certificate & Alumni benefits
TFC 50% Cash Advance	Total of 24 monthly payments made	Deposit (made at enrollment) directly to ABC – Student must make their first payment to TFC before any materials are sent. Stages 1 through 5, and student scrubs Payment #3: Stages 6 and 7 – Grooming kit (if applicable to

(Canadian students only)	directly to TFC.	your program) Payment #5: Stages 8 and 9 Payment #6: No shipment, Stage 10 (Externship) Payment #12: No shipment. Okay to take Final Exam. Payment #24: Okay to receive certificate & Alumni benefits
Tuition Options Plan – Modified 13 Payment Plan (US Students)	Total of 13 monthly payments paid directly to Tuition Options.	Deposit (made at enrollment) directly to ABC – Stages 1 through 3 granted stages 1-3, and student scrubs Payment #1: Stages 4 and 5 granted online access Payment #2: Stages 6 and 7- granted online access - Grooming kit shipped (if applicable to your program) Payment #3: Stages 8 and 9- granted online access Payment #5: No shipment, Stage 10 (Externship) Payment #9: No shipment. Okay to take Final Exam. Payment #13: Okay to receive certificate & Alumni benefits
Tuition Options Plan A, B and F, G (US Students)	Total of 18 monthly payments made directly to Tuition Options.	Deposit (made at enrollment) directly to ABC – Stages 1 through 3, and student scrubs Payment #2: Stages 4 and 5 Payment #3: Stages 6 and 7 – Grooming kit (if applicable to your program) Payment #5: Stages 8 and 9 Payment #6: No shipment, Stage 10 (Externship) Payment #12: No shipment. Okay to take Final Exam. Payment #18: No shipment. Okay to receive certificate & Alumni benefits.
TFC (Canadian students) or Tuition Options 12-Month Plan (US Students)	Total of 11 monthly payments made directly to TFC/Tuition Options.	Deposit (made at enrollment) directly to ABC - Hard copy materials is not shipped. Stages are made available to students online as monthly payments are made. For example: Deposit: Stage 1 Payment #1: Stage 2 Payment #2: Stage 3 Payment #3: Stage 3 And so on until Payment #11: Okay to receive certificate & Alumni benefits.
Tuition Options 55% Cash Advance (US Students)	Total of 24 monthly payments made directly to Tuition Options	No Deposit is necessary. Student must make their first payment to Tuition Options before any materials are sent. Student will then have stages 1-3. Payment #1: Stages 1 - 3 Payment #3: Stages 4 and 5 Payment #5: Stages 6 and 7 - Grooming kit (if applicable to your program) Payment #7: Stages 8 and 9 Payment #8: No shipment, Stage 10 (Externship) Payment #12: No shipment. Okay to take Final Exam. Payment #24: Okay to receive certificate & Alumni benefits
Tuition Options Platinum Cash Advance - (US Students)	Total of 36 monthly payments made directly to Tuition Options	No Deposit is necessary. Student must make their first payment to Tuition Options before any materials are sent. Student will then have stages 1-3. Payment #1: Stages 1 - 3 Payment #3: Stages 4 and 5 Payment #5: Stages 6 and 7 - Grooming kit (if applicable to your program) Payment #7: Stages 8 and 9 Payment #8: No shipment, Stage 10 (Externship) Payment #12: No shipment. Okay to take Final Exam. Payment #36: Okay to receive certificate & Alumni benefits

Note: The above plans and shipping schedule are for reference only. Payment plan terms and conditions are subject to change. Again, please refer to your New Student Agreement for your specific payment plan and shipping schedule.

Refund Policies

Students who either request cancellation from their program of study or are terminated for failure to maintain satisfactory academic progress may or may not be refunded for the portion of the program they have not yet completed. However, students are obligated to pay tuition for educational services already provided.

Refund policies are determined by the state in which you resided at enrollment. Your New Student Agreement outlines your state's policy. This information can typically be found on the second page of the New Student Agreement.

Student Conduct Guidelines

Professionalism is important to success in whatever endeavor one undertakes. It encompasses appropriate behavior, credibility, reliability, responsibility and excellent work ethics.

In today's competitive job market, professional conduct is a crucial factor in obtaining and maintaining employment. For this reason, Animal Behavior College has established Student Conduct Guidelines. Each student is expected to maintain the highest level of professionalism at all times during his or her course of study and in his or her externship/shelter experience. It is for these reasons that the following behaviors will not be tolerated. Any violation of the below standards may result in probation, suspension, or termination from the college.

- Cheating on any examination.
- Inappropriate, disruptive, or profane language, whether via telephone, email or in person, towards ABC staff or staff members at the Externship location.
- Lack of communication with either ABC representative (Program Manager/Externship Coordinator) or Mentor. Students are expected to be responsive and to maintain communication as appropriate.
- Lying about attending an externship location.
- Forging a Mentor's signature on externship Timesheet(s) and/or ABC Student Competency Evaluation form.
- Lateness and/or frequent absenteeism (that is not approved).
- Not following directions or speaking and acting inappropriately during an Externship or during class. Other offences not tolerated include, but are not limited to, being overly critical and negative toward the Mentor, staff or instructor, and acting in an unsafe manner, which could cause harm to the Student and/or others.
- Disclosing any confidential or client information obtained from facilities connected to their Externship or volunteer activities. Students are to abide by all confidentiality policies.
- Smoking during Externship sessions.
- Cell phone use during Externship sessions.
- Bringing unauthorized animal(s) on the premises, unless specifically required for a class and authorized by the Mentor or the ABC class Instructor.

Immediate Termination

Students who are found to have engaged in any of the following infractions will be immediately terminated from the program. These behaviors may also result in civil and criminal charges being filed.

- Any acts of animal cruelty.
- Theft or damage done to school or externship location property. Students will be held responsible and will be expected to reimburse the institution or externship location for such damage or loss.
- Possession, or under the influence, of any intoxicating beverages or drugs, possession of weapons, or creating a safety hazard to others while on school or Externship premises.
- Fighting and any physical, verbal altercations, to include [but not limited to] written or verbal threats at the student's Externship or at any ABC location.

IMPORTANT: Student Conduct Guideline violations are only a partial list of unacceptable behaviors. A single infraction of any rule or any behavior perceived by the Mentor or class Instructor as inappropriate, unsafe or threatening may result in disciplinary actions and/or dismissal from the program.

Tips for a Successful Program Experience

- Respond to phone calls and/or emails promptly. Communication is paramount to a successful outcome in a distance-learning program.
- Don't hesitate to ask questions if there is something you don't understand.
- Read carefully through all materials provided; including curriculum, emails and written correspondence.
- Preparing for exams is important. Most students find that a quiet area with few distractions is the best place to study. Try not to spend more than 2 or 3 hours at a time studying and give yourself breaks if you need to study for more than 2 hours a day.
- Plan ahead for upcoming examinations. If you have personal obligations that interfere with your testing schedule or if you do not think you have spent enough time preparing for an exam, contact your Program Manager to request additional time before the day of the exam.
- Most programs have an Externship requirement, except the Cat Training Program, which has a Shelter Experience requirement. This may require flexibility on behalf of the student to create a schedule that the student can commit to in order to successfully complete this portion.

Satisfactory Academic Progress (SAP)

Satisfactory academic progress is monitored at least three times during a student's program of study, i.e., completion of first quarter (25%) at the program mid-point and at the scheduled program completion date. In order to maintain SAP, a student must:

- Maintain satisfactory attendance during the Externship (i.e., fewer than 15% absences).
- Stage exams must be submitted on or before due date.
- Maintain a minimum GPA of 2.0 (70%) for Stages 1-9.

- Pass externship or complete Shelter Experience for the Cat Training Program
- Score at least 75% on the final exam.
- If on academic probation, satisfy the probation requirements defined in ABC probation conditions.

Failure to maintain Satisfactory Academic Progress will result in probation. Continued failure to maintain SAP will result in termination from the College. In order to graduate, the student must complete the training program within a time period, which cannot exceed a maximum of one and half times the established program length.

Honors Policy

Students may graduate with Honors certification if they meet specific criteria:

- The student must pass each stage, including the final exam, with a 90% or greater score on the first submission (retake exams are automatically disqualified).
- The student must not have received extensions for their exam dates.
- The student must not receive any disciplinary marks on their records, including exams that have been marked as delinquent, being placed on academic probation or found to not be following ABC's Student Conduct policy.
- The Dog Obedience Program also requires that the student participated in Students Saving Lives during the course of their Externship.

If you have further questions about what exemplary measures are needed or if you currently qualify for Honors status, please contact your Program Manager.

Exam Policy

All stage exams must be completed and submitted by the assigned due date (all scheduled due dates are provided to the student with their initial materials shipment). If an exam is not submitted by the assigned due date, it will be marked and considered delinquent. This will be reflected in the student's academic record. In addition, a 15% grade reduction may be given one day after the due date, and a 1% grade reduction may apply to each additional day thereafter.

Individual Stage Exam Requirements Per Program

Dog Obedience Program:

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

Cat Training Program:

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

Grooming Instruction Program:

- Passing score for Stages 1 through 10 is 70%

- Passing score for Stage 11 (Final Exam) is 75%

Veterinary Assisting Program:

- Passing score for Stages 1 through 10 is 70%
- Passing score for Stage 11 (Final Exam) is 75%

Aquarium Maintenance Program:

- Passing score for Stages 1 through 9 is 70%
- Passing score for Stage 10 (Final Exam) is 75%

If a student fails to submit or successfully pass a stage exam, the student may receive guidance from their Program Manager to help them overcome their academic challenge. The student will then receive a retake exam that must be submitted to the Program Manager within 7 days and successfully passed in order to move forward to the next stage. If the student fails to submit a retake exam, they will be placed on probation. If a student fails to successfully pass more than 2 stages (including Externship/Shelter Experience), or fails a retake exam/stage, they will be dropped from the program.

Failed Exam/Stage Policy

Students scoring below passing may be eligible to retake an exam/stage. A passing score on any retake must be achieved in order to be eligible to continue with the program.

Program Stage Exam Requirements

- Only two (2) retake exams/stages are permitted during the entire course of the program. Students who receive a third non-passing score on any stage (including the Externship/Shelter Experience) will be dismissed from their program of study.
- Students must receive a passing score on the retake exam or stage in order to be eligible to continue
- Retaking any failed exam will result in the ineligibility of honor student status

Attendance Policy

Students who fail to maintain satisfactory attendance during the Externship are subject to probation, suspension, and/or termination. Students of the Cat Training Program are subject to the same if they fail to complete their required 25 hours of volunteer work with the prescribed time-frame.

Students are expected to attend all sessions of the Externship. When it is necessary, make-up work can be scheduled and is arranged between the student and the Mentor at the Externship location. ABC's attendance policy is as follows:

- Any time a student reaches 15% absences during the Externship, the student must be advised.
- If a student reaches 20% then that student may be placed on probation.
- If a student has more than 20% absences by the scheduled Externship completion, that student may be required to make up missed sessions in order to graduate.

- A student who is late by more than 10 minutes will be considered tardy. Three (3) tardies are equivalent to one (1) absence.
- A student who is tardy by more than 30 minutes will be considered absent.
- A student who fails to attend their scheduled Externship sessions may be subject to receiving a non-passing grade for the Externship or possible probation/termination from their program of study.

Leave of Absence

Students who are unable to continue in the program due to an illness or personal emergency can request a leave of absence. The request must be in writing via email to their Program Manager along with reason for request and dates for leave of absence. A student may have only one (1) Leave of Absence each twelve (12) month period (calendar year). A student's collective term of leave may not exceed 6 months for the duration of the entire program.

Students of the Cat Training Program and Aquarium Maintenance Program may have only one (1) leave of absence in each eight (8) month period. A student's collective term of leave may not exceed 4 months for the duration of the entire program.

Academic Probation Conditions

A student will be placed on academic probation if they do not meet the requirements for Satisfactory Academic Progress. Satisfactory Academic Progress requires a GPA of 2.0 (70%) or better on Stages 1-9 and a score of 75% or better on the final exam, in addition to meeting assigned exam due dates, homework assignments and less than 15% absence during the externship. Probation will be for no longer than thirty (30) days. Students placed on probation will receive special instructions by an Animal Behavior College designee. If by the end of this period the probation conditions are met, then the probation will be lifted. If by the end of this period the probation conditions are not met, then the student will be terminated from the program.

Suspension and Termination

Students may be suspended or terminated by an ABC Program Manager for any of the following reasons:

- Excessive absenteeism or tardiness during the externship portion of the program as noted above
- Failure to maintain satisfactory academic progress
- Failure to comply with probationary conditions
- Cheating
- Conduct that reflects poorly upon the College or staff
- Failure to meet financial obligations
- Possession of drugs, alcohol, or any weapons on externship premises

- Behavior creating a safety hazard to other persons at the externship
- Any other determined infraction of conduct.

At the end of the suspension period, students may be eligible for re-entry into the program. Please see “Re-entry Policy” for more information.

Students who feel they have been suspended or terminated unjustly may appeal in writing to the Vice President. Appeals must be submitted within five (5) days from the date of suspension or termination. Send appeals to Vice President, Animal Behavior College, 25104 Rye Canyon Loop, Santa Clarita, CA 91355.

Re-Entry Policy

A student should be counseled by the Program Operations Manager, or designee, prior to being allowed to re-enter the program after a Leave of Absence or termination. If the school official determines at this meeting that the cause for the training interruption has been resolved, then the student will be reinstated at whatever level is deemed fit by ABC. If the school official determines at this meeting that the cause for the training interruption has not been resolved, then the student will be denied re-entry into the program. The fee for re-entry is \$100.

Appeals

Students who wish to appeal their termination must submit an appeal within five (5) days from the date of termination. Send appeals to Animal Behavior College, Attn: Program Operations Manager, 25104 Rye Canyon Loop, Santa Clarita, CA 91355. The appeal letter should describe any circumstances that the student feels deserve further consideration. An appeal decision will be made within 10 (ten) days by the Program Operations Manager and the student will be notified accordingly. If the appeal decision is in favor of the student, then the student’s termination will be lifted. If the appeal decision is not in favor of the student, then the student’s termination will stand.

Student Grievance Procedure

Students who encounter any sort of problem, difficulty, or complaint regarding any aspect of their program of study through Animal Behavior College should contact their assigned Program Manager immediately.

Many questions or concerns that students may have can be resolved simply through discussion. Students with concerns should observe the following steps in seeking a resolution:

- Step 1: Talk with your Program Manager
- Step 2: Talk with the Program Operations Manager
- Step 3: Talk with Student Services
- Step 4: Talk with the Vice President:

Animal Behavior College

Phone (866) 759-4910 toll-free

25104 Rye Canyon Loop
Santa Clarita, CA 91355

Fax (866) 844-1531

ABC on Social Media

ABC maintains several platforms of social media accounts. While the general public has access to the content, ABC encourages active students to participate in discussions if they desire. Students are in no way required to use either of these sites, nor does ABC have any professional partnership with either of the sites.

- ❖ Facebook: <https://www.facebook.com/AnimalBehaviorCollege>
- ❖ Twitter: <https://twitter.com/AnimalBehaviorC>
- ❖ YouTube: <https://www.youtube.com/user/AnimalBehaviorColleg>
- ❖ Instagram: <https://www.instagram.com/animalbehaviorcollege/>
- ❖ Pinterest: <https://www.pinterest.com/animalbehaviorc/>
- ❖ LinkedIn: <http://www.linkedin.com/company/animal-behavior-college>

Our social media community pages are based on trust, fairness and civility. Their success and vitality depend on all members agreeing to follow a few basic rules and guidelines. Generally speaking, they simply request respect and good manners.

ABC reserves the right to remove postings containing obscene, bigoted, insulting, sexually explicit, abusive, or hateful content; and to suspend or terminate page visitation rights for anyone who posts such content. We depend on you knowing that it is possible to disagree and still be civil.

ABC's Online Community Guidelines:

- Harassing notes or postings that might be construed as stalking will be deleted and ABC reserves the right to inform and/or provide assistance to law enforcement agencies in any way we deem appropriate. We reserve the right to remove posts that are off the subject.
- Please don't post the same note more than once.
- Comments referring to actions that are academically dishonest or unethical are not permitted.
- No solicitations or advertisements are allowed.
- Comments or posts that make libelous statements or aggressively attack ABC, its faculty, staff, or mentors, in general or by name, are not permitted.
- You may not suggest, encourage, boast about, or discuss your participation in any illegal activity. We reserve the right to inform and/or provide assistance to law enforcement agencies as necessary.
- Posting personally identifiable information such as phone numbers, email addresses, home or work addresses, or similar information about yourself or others is not permitted. Please never ask for personal information from others.

- ABC students, alumni and mentors should keep the school's Code of Ethics in mind at all times.
- You recognize that ABC may use and reproduce your messages, in whole or in part, in future ABC Facebook posts and on the company's website.
- You take responsibility for all postings under your identification and use the information provided on this page at your own risk. ABC assumes no responsibility for the accuracy of posts other than those made by ABC. Posts may be monitored by ABC staff and the company reserves the right to remove any postings at its discretion.
- By posting to any ABC social media platform, you agree to abide by these guidelines.
- Use good judgment and have a wonderful time!

Finally, we reserve the right to respectfully disagree. Views expressed as original posts and comments are the views of those authors only and may not be the views of Animal Behavior College.

Accessing the Student Center

ABC has a separate website and separate Student Center for each of our five programs. Please reference the table below to obtain the web address for your program of study.

ABC Program Websites	
Dog Obedience Instructor Training Program	http://www.animalbehaviorcollege.com/students/login.asp
Veterinary Assistant Program	http://www.animalbehaviorcollege.com/VeterinaryAssistant/students/login.asp
Grooming Instruction Program	http://www.animalbehaviorcollege.com/Grooming/students/login.asp
Cat Training Program	http://www.animalbehaviorcollege.com/cat-training/students/login.asp
Aquarium Maintenance Program	https://www.animalbehaviorcollege.com/aquarium-maintenance/students/login.asp

Please Note

If you've attempted to log on and have received an error message, please do both of the following:

1. Verify that you are on the correct website.
2. Confirm correct email address and password

User Name and Password

Your user name is always your full email address and your password is the unique student ID number assigned to you at enrollment (I.e. ABC00001). Your password will always start with “ABC” and be followed by a five-digit number, with no spaces.

Screen shot of Dog Obedience Program log in page

Navigating the Student Center

Once you log onto the Student Center, you will see a screen similar to this:

From here, you can:

- a. Email your Program Manager by clicking on their name
- b. View Student Center Tutorial Videos to see how to navigate the Student Center
- c. Access the online Study Guides
- d. Take a test online, print a practice test and view correct answers (for graded exams)
- e. View your Grade Sheet (only for exams you've received a grade for)
- f. Access the training videos (if applicable)
- g. Access the Pet CPR Center to meet your requirement
- h. Access and/or purchase Short-Term Programs

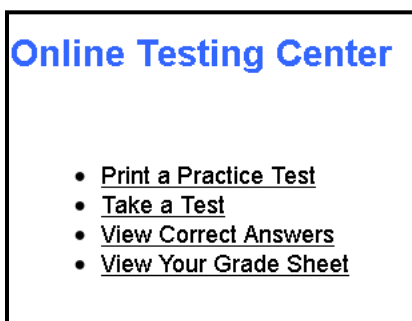
- i. Access Student Handbook
- j. Review ABC's social media guidelines
- k. Submit your New Student Checklist
- l. Make a payment for in-house only tuition students or for replacement materials
- m. Have the online convenience to update your phone number, address or email address
- n. Refer a friend to any program

To the right of your Student Center home page, you will occasionally see a red box. This box will contain important information that you'll need to know for upcoming changes and/or additions to the Student Center or the program for which you are enrolled. Each time you log into the Student Center, look for this box and note any information carefully. You can also contact your Program Manager for more information.



Viewing the online Study Guides requires Adobe Acrobat Reader. Once you click on the link, a page of detailed instructions for using the Study Guides will appear. If you do not have Adobe Acrobat Reader on your computer, you can download it for free via the link provided. After reading the instructions and verifying that you have the appropriate version of Adobe Acrobat Reader, you can click on the box "Start Studying" to access your Study Guides.

After preparing for an exam by completing all reading in the Study Guide for the stage, you may access the Online Testing Center via the link "Online Testing." After clicking on this link, you will be taken to a page that looks like this:



From here, you can:

- a. Print a practice test
- b. Take a Test
- c. View correct answers (only for exams you've received a grade for)
- d. View your Grade Sheet

The Practice Tests are made available to assist students in preparing for the Online Exam. The Practice Tests are the same test you will submit online, so use the test as a guide for reviewing information that you are unsure about. Your Program Manager can provide assistance with understanding the material, but they will not provide you with the correct answers for the Practice Tests.

Important Note

Print a Practice Test only for the exam you are preparing to take. ABC curriculum and exams are updated regularly so Practice Tests printed in advance may differ greatly from the exam you submit online.

Once you've completed the reading in the Study Guide and you've prepared for the exam using the Practice Test, you are ready to take the test. By clicking on the link for "Take a Test", you will be taken to a page similar to the one pictured below.

Test Name	Status
▶ Stage 1 Multiple Choice	(Completed and graded)
▶ Stage 1 Essay	(Completed and graded)
▶ Stage 2 Multiple Choice	(In Progress)
Stage 2 Essay	(Not yet started)
Stage 3 Multiple Choice	(Not yet started)
Stage 3 Essay	(Not yet started)


All exams have two parts: Multiple Choice and Essay. Students must complete the Multiple Choice section before moving onto the Essay section. Both parts of the exam must be completed and submitted on or before the scheduled exam due date.

Clicking on the Multiple Choice link for your exam will open the exam. The picture below is an example of what the testing screen looks like. Typically, three to four questions will appear per page.

Click in the circle corresponding to the answer you've chosen. Your answer will only be saved by clicking on the "submit" button at the bottom of the page. Selection of the "previous" or "next" options at the bottom and top right corners of the page without first clicking "submit" will not save your answers.

You may also *save your test for later* by clicking on the link titled "Save your test till later, and return to the Testing

Home > [Students](#) > [Testing](#)

(Selecting the Previous or Next option will not record your answers) [Previous](#) | [Next](#)  Help

Stage 2 - Multiple Choice (40 questions)

6 of 40 Completed

1. Which program are you enrolled in?

a. The Dog Obedience Instructor Training Program

b. The Veterinary Assistant Program

c. The Grooming Instruction Program

d. None of the Above

[Clear](#)

(Must be clicked to submit your answers.)

(Selecting the Previous or Next option will not record your answers) [Previous](#) | [Next](#)

[Save your test till later, and return to the Testing Center](#)

Center”. All answers you’ve previously submitted (by clicking the submit button) will be saved.

Important Note

It is advised to not use the scroll feature on the mouse, as your answers in the examination may be changed.

There is only one correct answer for each Multiple Choice question. If you are unsure of what the question is asking, or if you feel you’ve discovered a discrepancy, please contact your Program Manager immediately.

When you reach the end of the Multiple Choice section of your exam, you will have the opportunity to review your entire exam, review questions you haven’t yet answered or submit your exam for grading. Once you submit your exam for grading, you will no longer be able to change your answers. The computer system will not allow students to submit an exam for grading until all questions have been answered. If the “Submit your test for grading” link does not work, it is because there are one or more questions which require an answer. Once your multiple-choice portion has been submitted, you will receive an automatic email that confirms the success of your submission.

Upon completion of the Multiple Choice section, you will automatically be granted access to the essay section. The essay questions will appear one at a time. The following is an example of an essay question page.

The screenshot displays a web-based testing interface. At the top, there is a breadcrumb trail: [Home](#) > [Students](#) > [Testing](#). Below this, a red warning message reads: "(Selecting the Previous or Next option will not record your answers)". To the right of this message are two blue links: [Previous](#) and [Next](#), and a small icon of a book with a question mark, labeled "Help". The main content area is titled "Stage 1 - Essay (9 questions)". Below the title is a progress bar that is approximately 75% full, with the text "7 of 9 Completed" to its right. The question number and text are "35. What is your favorite breed of dog?". Below the question is a large, empty text input field. At the bottom of the input field is a "Submit" button. Below the button, the text "Must be clicked to submit your answers." is displayed. At the bottom of the page, there is another red warning message: "(Selecting the Previous or Next option will not record your answers)", followed by blue links for [Previous](#) and [Next](#), and a blue link at the very bottom: [Save your test till later, and return to the Testing Center](#).

****** Please note that there are walk-through video tutorials that will show you step-by-step how to access online study guides, accessing exams and exam submission in the Student Center. To view, log into the Student Center and click “Student Center Tutorial Videos”.

Important Note:

When preparing your essay answers, it is helpful to type your answers into a Microsoft Word document (or similar), to provide yourself adequate time to formulate your answer. The Student Center does not recognize your typing as ‘website activity’ and may automatically log you out of your account. If this happens, the answer you’ve typed will not be saved. By entering your answer into an alternate document, you can copy/paste your answers into the answer box provided on the website. The “right-click” function to copy and paste is disabled in the Student Center, so you may use the keyboard method to accomplish this:

How to Copy and Paste Using Keyboard Shortcuts:

1. Open the online exam and the document that contains your typed answers.
2. Using your mouse, highlight the answer you have already typed (that you would like to insert into the exam).
3. While the text is highlighted, use your keyboard to hit Ctrl + C. This is the “Copy” function on your keyboard.
4. Open the window that contains your online exam.
5. Left-click with your mouse into the answer box on the exam. You should see the cursor blinking in the top left corner of the box.
6. While the cursor is blinking in the box, use your keyboard to hit Ctrl + V. This is the “Paste” function on the keyboard. The previously highlighted text should appear in the text box of the online exam.

Student Help: Formulating Essay Answers

All exams have a multiple choice and essay question component. Some exams have more essay questions than others. Students should answer each question as thoroughly as possible, but writing an actual essay is not required. While some essay questions will require long answers, other questions may require only one or two sentences. Please answer essay questions in your own words- plagiarism can result in point deductions. As a general rule, questions asking for a ‘description’ require a longer answer, while questions asking for a ‘list’ or ‘definition’ require only a sentence or two. Please note that all information needed is contained within your study guides. The use of outside sources, such as Google, is discouraged and you may not receive full credit for your answer.

You need to make sure that you answer all parts of the questions as well. Some questions ask things like; how do you do something, why do you do it and what would happen if you didn't do it. If you only

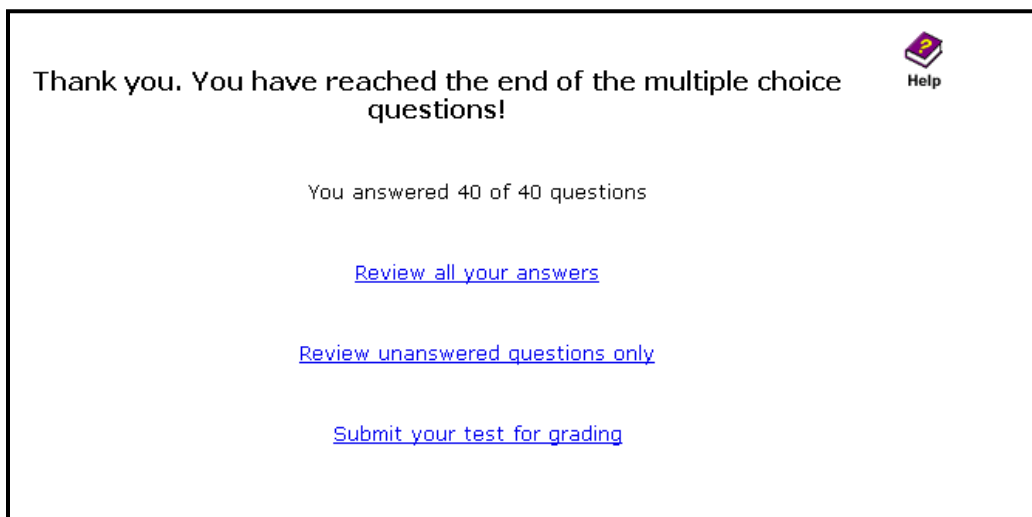
answer how to do it and why you do it, you are only answering part of the question. So even if the answer is correct, you will only get partial credit because you left some of the answer out.

The best way to answer the essays is to pretend that you are explaining the answer to someone who has no idea what you are talking about. This will ensure that you are as thorough as possible. If you have concerns about specific questions, please contact your assigned Program Manager immediately.

ABC faculty does not generally factor grammar and/or spelling into the essay answers for grading purposes. However, it is important to use proper spelling and grammar to the best of your ability. If faculty is unable to determine what a student means to say in an essay answer (due to poor spelling and/or grammar), credit will be deducted from the answer.

After thoroughly answering each essay question, you can submit the entire exam for grading. Be sure to review your answers thoroughly to make any adjustments before clicking the “submit exam for grading” link. Once the essay answers have been submitted, you will no longer be permitted to edit your essay answers. You will then receive a second email confirming that you have successfully submitted the entire exam.

If you have any questions about how to answer an essay question, please contact your Program Manager. Please do not enter “I don’t know” as an answer to an essay question. Just as with the Multiple Choice section, the computer system will not allow you to submit your essay section if any questions are left blank. Here is an example of the Exam submission page:



Once an exam has been submitted, your Program Manager will receive an automatic email notification that your exam is eligible for grading. Exams are graded between two (2) to five (5) business days after successful submission. Exam grades will be delivered via email notification with a link to view your grade sheet (pictured on next page).

Home > Student Center > Testing

Online Testing Center

ABC Exam Grade Sheet for

Stage	Test Name	Score		
▶ 1	Office Etiquette and Hospital Procedures	98.0%	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail
▶ 2	Animal Restraint	93.0%	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail
▶ 3	Examination Room Procedures	90.0%	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail
▶ 4	Pharmacy and Pharmacology	____%	<input type="checkbox"/> Pass	<input type="checkbox"/> Fail

If you would like to view what questions you missed, log onto the Student Center and click on "[View your Grade Sheet.](#)" Double click the *print* feature of the stage you want (located at the far right) and it will bring up all the questions and the ones that were incorrect will be marked in red. If you would like to see what points have been awarded for your essay questions, click on the *Stage Name* and the point sheet will come up. ABC encourages students to review the point sheet as essay questions can receive partial points even when marked with an "x."

If your question is incorrect, the question will appear red with an "X" to the left of the question number. Below is an example of a "Point Sheet" for a graded exam.

Online Testing Center

ABC Exam Grade Sheet for

Stage 2 - Animal Restraint

Question	Was Your Answer Correct?	Max. Point Value	Points You Earned	
1	Yes	1	1	View the Question & Your Answer
2	Yes	1	1	View the Question & Your Answer
X 3	No	1	0	View the Question & Your Answer
4	Yes	1	1	View the Question & Your Answer

This page will show you the question number, whether or not your answer was correct, the maximum point value for the question, the points you earned and a link to view the question and your answer

Stage 10 - The Externship

During Stage 10 of your educational program, you will participate in the externship; Cat Training Program students participate in a Shelter Experience. The following information does not pertain to the Shelter Experience.

ABC makes every reasonable effort to assign students to qualified Externship facilities as determined by ABC staff. Students understand and agree that it may be necessary to travel outside their local area, as explained in Exhibit A of the New Student Agreement, which all students sign at enrollment.

Exact location and/or hours of training will be based on the availability and hours of operation at the externship location to which the student is assigned. Flexibility regarding scheduling dates and times are required of all students as well as commitment to that schedule. Specific to the Dog Obedience Program, do keep in mind that mentor trainers generally have set class schedules. ABC does not guarantee any specific training dates, times or locations.

All students are assigned to an Externship Coordinator who will work closely with them to set up the best possible training experience for students. Typically, an Externship Coordinator will be assigned while students are still in the process of completing their written exams. Students must understand that a delay in responding to their Externship Coordinator may prevent forward progress; be sure to respond as soon as you're able.

The following programs do not host an externship experience:

- Cat Training Program (Shelter Experience)
- Aquarium Maintenance Program

Important Note

If you have any questions or concerns regarding your flexibility and/or ability to commit to the Externship, please contact your Program Manager immediately.

Dog Obedience Program Externship

Students enrolled in the Dog Obedience Instructor Training Program will complete their externship with an ABC approved Mentor Trainer. Before we start researching your area to find a trainer for you, we ask you to send the names of any trainers in your area that you would prefer to work with. ABC cannot guarantee that the requested trainer is accepting students. Mentor Trainers are screened on their training methodologies and teaching styles as well as their ability to communicate important training information. It is a good idea to review previous stages (especially stages you found to be challenging) before you begin your externship hours.

There are a variety of training "formats" to which students may be assigned. At the end of the externship, regardless of what type of format, your Mentor Trainer will evaluate you on your

performance. During your hours, you should always keep an upbeat, positive, and helpful attitude. Feel free to ask questions. They will expect you to help them when they need help and perform tasks they ask of you. A large part of your grade will involve your willingness to learn, and your ability to follow directions. Punctuality and other professional behavior will also be evaluated. Students who approach their externship as they would a job often do well. You will take the evaluation form (provided by your Externship Coordinator) with you on your first day, so you will have a chance to review it and note what subjects you need to review before starting the externship. Below is a brief description of each acceptable class format.

Scheduling is mostly between you and the Mentor trainer. The Mentor trainer will decide what days and hours they are willing to mentor you. We will need some flexibility from you in regards to working within their schedule. Most will have set weekly classes that you will need to attend. If you are set up in a shelter format, your flexibility will be important as the Mentor Trainer's schedule will depend on the volume of clients or their availability to go to the shelter.

Your Externship Coordinator will notify you which class format you'll be completing when you are assigned to a Mentor Trainer. Please note you will only be assigned to one of the formats below. Students may start their externship after the successful completion of Stage 9 and Pet First Aid/CPR.

Important Note

Students will need access to a friendly dog to be able to participate in any group class formats. If the student cannot access a friendly dog for class, they may be required to participate in the Shelter Format. This may result in traveling further to the Externship location.

Externship Class Formats – Dog Obedience Instructor Training Program

Group Classes – You will work with your Mentor Trainer by attending three series of classes for a minimum of one hour per week. During the first class series, you will be completing the Aptitude portion of your training. You will be participating in the class with your own dog. The second series of classes is the Observation portion. During these classes, you will be observing without a dog. You will be expected to observe, take notes and ask questions. The Aptitude and Observation portions are interchangeable; so your Mentor Trainer may have you complete the Observation first.

The last series of classes is the Participation portion. This is the portion when you'll be assisting your Mentor Trainer with teaching the class. Your Mentor Trainer will decide how much hands-on assisting you complete based upon your performance during the Aptitude and Observation portions. What this means is that you must demonstrate a good understanding of how to teach cues and be able to verbalize this, if you were conducting your own class. You are only eligible to complete the Participation after you've already completed the first two series of classes.

Each time you attend a class, your Mentor Trainer must sign your Student Time Sheet to verify the hours completed.

Depending upon the length of your Mentor Trainer's class sessions, completion of the externship with your Mentor Trainer can take anywhere from 4 to 6 months to complete.

Group Express – You will work with your Mentor Trainer by attending three series of classes. You will be required to attend two classes per week with your Mentor Trainer, for a minimum of 2 hours per week. One of the class sessions will be your Aptitude portion, where you will participate in the group class with your own dog. The other session is the Observation portion, where you will observe the classes without a dog, so you can take notes and ask questions. The Aptitude and Observation portions are interchangeable; so your Mentor Trainer may have you do Observation first.

The last series of classes is the Participation portion. This is the portion when you'll be assisting your Mentor Trainer with teaching the class. Your Mentor Trainer will decide how much hands-on assisting you complete based upon your performance during the Aptitude and Observation portions. What this means is that you must demonstrate a good understanding of how to teach cues and be able to verbalize this, if you were conducting your own class. You are only eligible to complete the Participation after you've already completed the first two series of classes.

Each time you attend a class, your Mentor Trainer must sign your Student Time Sheet to verify the hours completed. Depending upon the length of your Mentor Trainer's class sessions, completion of the externship with your Mentor Trainer can take anywhere from 3 to 5 months to complete.

Shelter – You will be working with your Mentor Trainer at a local shelter at least once per week. You will need to complete a minimum of 10.5 hours of these supervised training sessions, which should take anywhere from 2 to 3 months. In between these supervised sessions, you will need to return to the shelter to complete unsupervised training (your "homework"). You should try to work with the same dogs, if possible, and complete at least 18 hours of unsupervised training sessions. Each time you attend a supervised training session, your trainer must sign your Student Time Sheet. When you complete unsupervised training sessions, a shelter supervisor must sign your Practice/Homework Session Form.

Combination Group and Private Classes – You will attend a series of group classes and a number of private lessons with your Mentor Trainer. The first series will be completion of the group class portion. You will attend this series with your own dog so the Mentor Trainer can evaluate your Aptitude for training. The second series is the private lessons. During this portion, you will observe the private lessons offered by your Mentor Trainer. You will provide training assistance only at the discretion of your Mentor Trainer.

Each time you attend a class or private lesson, your Mentor Trainer must sign your Student Time Sheet to verify the hours completed. You must complete a minimum of 15 hours with your Mentor Trainer. Depending upon the length of your Mentor Trainer's class sessions and the volume of private lessons, completion of the externship with your Mentor Trainer can take anywhere from 3 to 6 months to complete.

Combination Group and Shelter Classes – You will attend a series of group classes and a number of shelter training sessions with your Mentor Trainer. The first series will be completion of the group class portion. You will attend this series with your own dog so the Mentor Trainer can evaluate your Aptitude for training.

You will also be working with your Mentor Trainer at a local shelter - at least once per week. You will need to complete a minimum of 8 hours of these supervised training sessions. In between these supervised sessions, you will need to return to the shelter and complete unsupervised (your

“homework”) training. You should try to work with the same dogs, if possible, and complete at least 12 hours of unsupervised training sessions.

Each time you attend a supervised training session, your trainer must sign your Student Time Sheet. When you complete unsupervised training sessions, a shelter supervisor must sign your Practice/Homework Session Form. Depending upon the length of your Mentor Trainer’s class sessions and the frequency of shelter sessions per week, completion of the externship with your Mentor Trainer can take anywhere from 3 to 6 months to complete.

Combination of Shelter and Private Lessons – You will be attending a series of supervised training sessions at a local shelter and a number of private lessons offered by your Mentor Trainer. Your Trainer will arrange a weekly schedule at a local shelter to work at least once per week. You will need to complete a minimum of 6 hours of these supervised training sessions. In between these supervised sessions, you will need to return to the shelter to complete unsupervised training. You should try to work with the same dogs, if possible, and complete at least 10 hours of unsupervised (your “homework”) training sessions.

The second series is the private lessons. During this portion, you will observe a minimum of 4 hours of private lessons offered by your Mentor Trainer. You will provide training assistance only at the discretion of your Mentor Trainer. Each time you attend a supervised training session or private lesson, your trainer must sign your Student Time Sheet. When you complete unsupervised training sessions, a shelter supervisor must sign your Practice/Homework Session Form. Depending upon the volume of your Mentor Trainer’s private lessons and the frequency of shelter sessions per week, completion of the externship with your Mentor Trainer can take anywhere from 3 to 6 months to complete.

Important Note: *Externship Sessions are for students only. Guests are not permitted to attend.*

Veterinary Assistant Program Externship

Students enrolled in the Veterinary Assistant Program will complete their Externship with an ABC approved Mentor Veterinary Facility. Veterinary facilities are screened on their training methodologies, clientele volume, facility-type and evaluation of support staff.

The externship consists of 100 hours of volunteer work at an animal hospital or clinic in your area. At the end of 100 hours, your supervisor at that location will evaluate you on your performance. You will take the evaluation form (provided by your Externship Coordinator) to the hospital with you on your first day, so you will have a chance to review it and note what subjects you need to review before starting the externship. Remember, you are always welcomed to go over any concepts and review with your Program Manager. You have up to 4 months to complete 100 hours. Some students finish their hours in 3 weeks and some students take up the entire 4 months.

Before we start researching your area to find a hospital for you, we ask you to send hospital information for any hospitals in your area that you would prefer to do your externship at. This may include a hospital that you are a client at, or a hospital that you think you would like to volunteer at. We will research these hospitals first, but there is no guarantee that the hospital will be willing to take students at that time. It is completely up to the hospital to decide whether or not they want to work with us and have a volunteer.

If you do not have a hospital preference, we will search for a location within your agreed-upon mileage and keep you updated about which hospitals are interested or not. We contact the hospitals and we obtain an agreement from each hospital we work with. You do not need to go look for a hospital or call any hospitals for the purpose of completing your externship with them. The externship site is not under any obligation to hire or pay you for your externship hours, but some students have been hired at their externship site after completion of their volunteer hours.

Scheduling is mostly between you and the hospital. The hospital will decide what days and hours they are willing to have a volunteer there. The actual hours you are there for their specified hours will depend on your schedule. We will need some flexibility from you in regards to working at least a few of your volunteer hours on weekdays. This is because most hospitals have their surgery hours only on weekdays and if you are not there for those hours, you will miss out on a big part of the externship. Most students should make a goal of spending at least 8-10 hours a week (for example, two 5-hour shifts or at least one full 8-hour shift) at their mentor location to meet their contractual obligation.

We try to give as much advanced notice as possible about the hospital you will do your externship at so that you have the time you need to make arrangements with your current job (if you have one). Your Externship Coordinator will give you more specific information when one has been assigned to you. If you have any hospitals in mind, please feel free to send your Program Manager or Externship Coordinator the information at any time.

The externship hours should start after you complete Stage 9 and the Pet First Aid/CPR requirement. Your actual start date may vary based upon how long it takes to get a hospital set up for you. It is very important that you stay in contact with your assigned Externship Coordinator. Any delays in contact will delay the start of your externship.

The veterinary facility is informed about what you have learned about during the program and will expect you to know the information. It is a good idea to review previous stages (especially stages you found to be challenging) before you begin your externship hours. During your hours, you should always keep an upbeat, positive, and helpful attitude. Feel free to ask questions. They will expect you to help them when they need help and perform tasks they ask of you. A large part of your grade will involve your willingness to learn, ability to follow directions and punctuality.

Grooming Instruction Program Externship

Students enrolled in the Grooming Instruction Program will complete their externship with an ABC approved grooming facility. These facilities are screened on their training methodologies, years of

grooming experience, volume and diversity of clientele and teaching style. The externship for the Grooming Instruction Program consists of a minimum of 150 hours of unpaid volunteer work.

The externship consists of a minimum of 150 hours of volunteer work at a grooming facility in your area. When you have successfully finished both a minimum of 150 hours and the list of grooming tasks, your supervisor at that location will evaluate you. To successfully complete the externship, some students may need additional hours to complete all tasks to the satisfaction of the mentor. You will take the evaluation form (provided by your Externship Coordinator) to the grooming shop with you on your first day, so you will have a chance to review it and note what subjects you need to review before starting the externship. You have up to 4 months to complete 150 hours. Some students finish their hours in 3 or 4 weeks and some students take up the entire 4 months.

Before we start researching your area to find a grooming location for you, we ask you to send grooming shop information for any facilities in your area that you would prefer to do your externship at. This may include a grooming shop that you are a client at, or a shop that you think you would like to volunteer at. We will research these locations first, but there is no guarantee that the facility will be willing to take students at that time. It is completely up to the grooming facility owner to decide whether or not they want to work with us and have a volunteer.

If you do not have a grooming location preference, we will search for a location within your agreed-upon mileage and keep you updated about which grooming facilities are interested or not. We contact the facilities and we obtain an agreement from each grooming location we work with. You do not need to go look for a grooming shop or call any facilities on your own for the purpose of completing your externship with them. However, you are more than welcome to look for a job in a grooming salon if you wish. The externship site is not under any obligation to hire or pay you for your externship hours, but some students have been hired at their externship site after completion of their volunteer hours.

Scheduling is mostly between you and the grooming shop. The facility will decide what days and hours they are willing to have a volunteer there. The actual hours you are there for their specified hours will depend on your schedule. We will need some flexibility from you in regards to working at least a few of your volunteer hours on both weekends and weekdays. This is because most grooming shops schedule their clients during daytime hours and weekends. Most students spending at least one full 8-hour shift weekly at their mentor location, to meet the minimum contractual requirement

We try to give as much advanced notice as possible about the grooming facility you will do your externship at so that you have the time you need to make arrangements with your current job (if you have one). Your Externship Coordinator will give you more specific information when one has been assigned to you. If you have any grooming salons in mind, please feel free to send your Program Manager or Externship Coordinator the information at any time.

The externship hours should start after you complete the written portion of the program (Stage 9), the homework assignments and the Pet First Aid/CPR requirements. Your actual start date may vary based upon how long it takes to get a grooming salon set up for you. It is very important that you stay in contact with your assigned Externship Coordinator. Any delays in contact will delay the start of your externship.

The grooming facility is informed about what you've learned during the program and will expect you to know the information. It is a good idea to review previous stages (especially stages you found to be challenging) before you begin your externship hours. During your hours, you should always keep an upbeat, positive, and helpful attitude. Feel free to ask questions. They will expect you to help them when they need help and perform tasks they ask of you. A large part of your grade will involve your willingness to learn, ability to follow directions and punctuality.

Cat Training Program Shelter Experience

Student enrolled in the Cat Training Program will complete their Shelter Experience at a shelter or human society facility that fulfills ABC prerequisites. **Students are responsible for setting up their Cat Training Program Shelter Experience.** Once a location has been selected, you need to fill out the Shelter Experience Volunteer Information Form and submit it for approval.

The Shelter Experience consists of a minimum of 25 hours of volunteer work at a facility in your area. Volunteer Attendance forms will be provided by your Program Manager, which you will need to take with you to every session/day that you volunteer at the selected Shelter Experience location and document your actions. Volunteer Attendance forms will need to be complete by a supervising staff member at the shelter to verify your time and attendance. When you have successfully finished a minimum of 25 hours in husbandry and training, you will submit your Shelter Experience paperwork to your Program Manager. You will have up to 6 weeks to complete the mandatory 25 hours of volunteer work.

You should try to work with the same cat(s), if possible, as behavior modification and cue training will take multiple sessions. Each session with your practice cat(s) should last up to 10 minutes, depending on the cat and what you are attempting to teach. Set a goal of 4-plus hours per week in order to complete the required 25 hours in a timely manner.

The Shelter Experience hours should start after you complete the written portion of the program (Stage 9) and the Pet First Aid/CPR requirement. Your actual start date may vary based upon how long it takes to complete the necessary requirement of the shelter/humane society facility. Many shelters and humane societies will require you to complete an orientation prior to the start of your volunteer hours. It is very important that you stay in contact with your Program Manager, to provide updates on your Shelter Experience set up and progress.

It is a good idea to review previous stages (especially those you found challenging) before you begin your Shelter Experience. During your volunteer hours, you should always keep an upbeat, positive and helpful attitude. Feel free to ask questions about any cats you are planning to work with. Shelter staff may expect you to help them and perform tasks they ask you to do. A large part of your success will involve your willingness to learn, ability to follow directions and punctuality (if a set schedule is required at the facility).

Tips for Successful Completion of your Externship or Shelter Experience:

- ✓ Be helpful and courteous at all times.
- ✓ Be respectful and professional to externship/shelter experience location's staff, clients and animals.
- ✓ Adhere to your schedule. Arrive on time and depart only at the end of your scheduled shift. Never ask to leave early. You will be evaluated on attendance.
- ✓ Follow the dress code. Wear closed-toe shoes (e.g., tennis shoes), remove jewelry and facial piercings, avoid the use of perfumes and wear your ABC-issued student attire (scrubs or apron, unless approved alternate arrangements have been made in advance). Long hair should be put into a ponytail.
- ✓ Arrive for all scheduled externship or shelter experience sessions ready to work and learn. Be respectful of the externship or shelter staff's time by listening carefully and following directions.
- ✓ Bring a pen and small notebook with you to your externship or shelter experience sessions. Be proactive by taking notes, asking questions and offering assistance when needed.
- ✓ Do not use a cell phone or other personal electronic device while attending externship or shelter experience sessions. Personal phone calls are not permitted during externship sessions or shelter volunteer hours.
- ✓ Do not bring guests to Externship/Shelter Experience sessions.

Pet CPR and First Aid

All students, regardless of educational program, are required to complete a Pet CPR and First Aid certification course provided by ABC. There is no additional cost for this program and it is offered as a free benefit to students enrolled in the program. This requirement must be fulfilled prior to moving forward to one's Externship or Shelter Experience.

You will find the online-only study guide and exam under the 'Pet CPR/First Aid Center' on the front page of the Student Center. The course consists of approximately 50 pages of reading material (available online) accompanied by a short Multiple Choice exam. There are no essay questions associated with the Pet CPR and First Aid course. Students enrolled in multiple programs will have the completion result reflected through all other programs for which the student is enrolled. Your Program Manager can provide additional information about the Pet CPR and First Aid course.

The following Programs do not offer the Pet CPR and First Aid course

- Aquarium Maintenance Program

Short-Term Programs

ABC is also proud to provide supplementary Short-Term Programs to current students and graduates of our programs. ABC's vastly informative Short-Term Programs were created due to our ongoing efforts to ensure that our students receive the most comprehensive and well-rounded education. Each Short-Term Program is jam-packed with remarkably valuable, up-to-date and relevant information that enhances the student's knowledge in their program of study. Students are provided with the exciting opportunity to gain additional information on a variety of topics.

Some Short-Term Programs are available only to students of specific programs, as noted. No additional materials for these programs are needed- the study guide; multiple choice-only exams and the ability to print your certificate of completion are conveniently online only.

Training Shelter Dogs

(available for Dog Obedience Instructor program students and alumni only, or students with sufficient previous dog training education)

As an ABC Certified Dog Trainer, you may encounter dogs temporarily residing in shelters and rescues due to owner relinquishment. This devastating situation calls for immediate attention. This program consists of 250+ pages of material authored by Teoti Anderson, former president of the APDT, with contributions from Kelly Gorman-Dunbar and numerous members of the ABC staff. The wealth of information provided discuss understanding the different kinds of shelters, how to approach them, identifying dogs for adoption and defensive handling, as well as temperament assessments, including some excellent information from the ASPCA MYM Safer Program.

Upon completion of this program, you will have a solid foundation of knowledge regarding the training and treatment of shelter dogs with specific attention to re-homing. You will also learn the skills which could help launch an animal shelter or dog rescue training program. You may hold classes for dog owners and/or seminars to improve the knowledge of people in your community. As an ABC Certified Dog Trainer, you may have the opportunity to not only train shelter dogs, but to place them in permanent, loving homes. Every hour spent with a shelter dog makes a world of difference, and upon completion of the Training Shelter Dog Program, you will have the knowledge to positively transform the lives of shelter dogs.

Training Shelter Dogs is approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2). In addition, this Short Term Program is approved by the Certification Council for Professional Dog Trainers (CCPDT), the International Association of Animal Behavior Consultants (IAABC) and the National Association of Dog Obedience Instructors (NADOI) for CEU credits.

The Art of Selling and Teaching Private Lessons

(Available for Dog Obedience Instructor program students and alumni only, or students with sufficient previous dog training education)

Understanding how to conduct private dog training sessions is a crucial component of a professional dog trainer's career. There are several reasons why learning how to offer quality private lessons is greatly beneficial to your training repertoire. Some clients are better served by one-on-one, individualized, personalized training rather than a group class atmosphere – perhaps the client's schedule is especially hectic, her puppy is not of age to attend group classes, or her older dog's shyness renders him uncomfortable when forced to interact with other dogs. Regardless of the particular client's reason, the demand for private-lesson training can be a wonderful opportunity for the professional dog trainer.

The Art of Selling and Teaching Private Lessons is comprised of approximately 300 pages of highly-detailed information on conducting private lessons. Authored by Teoti Anderson, former president of the Association of Pet Dog Trainers (APDT), this Short-Term Program will bolster your knowledge of proper private-lesson training and will instruct you on such imperative topics as sales techniques and tips, understanding communication styles, the different types of private training, developing effective training plans, how to teach off-leash behaviors, and how to achieve client compliance in order to maximize your training. Additionally, this program covers advanced tips for marketing yourself and your business and includes information on liability protection.

Upon completion of this program, you will have the knowledge to offer and conduct private lessons within a client's home, at a local park or at your own facility. Your knowledge of how to obtain clientele and conduct efficient private lessons may assist you in growing your business and maximizing its potential.

The Art of Selling and Teaching Private Lessons is approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2). In addition, this Short Term Program is also approved by the Certification Council for Professional Dog Trainers (CCPDT), the International Association of Animal Behavior Consultants (IAABC) and the National Association of Dog Obedience Instructors (NADOI) for CEU credits.

Pet Sitting and Dog Walking

This program provides detailed information on the proper care of and interaction with a variety of pets—dogs, cats, birds, small mammals, fish and reptiles. Subjects include understanding animal communication, such as body language and vocalization, basic nutrition and hygiene, and first aid and safety. You'll also learn how to: build relationships with clients and their pets, ensure personal and homeowner safety, create and maintain schedules, build clientele, and much more—everything you need to know to start your own pet sitting and/or dog walking business. Upon completion of this course, you'll have a new and highly sought after service to provide to existing and future clients and their pets.

Pet Sitting and Dog Walking has been approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2). In addition, this Short Term Program is also approved by the Certification Council for Professional Dog Trainers (CCPDT), the International Association of Animal Behavior Consultants (IAABC) and the National Association of Dog Obedience Instructors (NADOI) for CEU credits.

Pet Nutrition and Diet

The Pet Nutrition and Diet Short-Term Program discusses basic nutrition, the regulations governing commercial pet foods, and the nutritional needs for both cats and dogs. In this course, you will learn how to read pet food labels including the importance of carbohydrates, fats, proteins, vitamins, minerals, and protective nutrients. You will also learn about the different types of diets (i.e. dry food, canned food, raw food, supplements, etc.) and how food can play a huge role in a pet's behavior. After the completion of this program, you will have the knowledge to educate your clients on how to provide their animals with proper nutrition based on their pet's individual age, weight, and health condition.

Pet Nutrition and Diet is approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2). In addition, this Short Term Program is also approved by the Certification Council for

Professional Dog Trainers (CCPDT), the International Association of Animal Behavior Consultants (IAABC) and the National Association of Dog Obedience Instructors (NADOI) for CEU credits.

Pet Massage

The Pet Massage Short-Term Program gives pet groomers, dog trainers, and veterinary staff the knowledge of how to calm some of the pets they interact with. The ability to soothe and calm dogs and cats through touch improves the human-animal relationship and promotes trust and bonding. Dog Trainers may have the ability to create a more positive training experience because they will have an enhanced knowledge of canine anatomy and acute awareness of touch zones. This comprehensive course includes step-by-step instructions that guide you through the details of the choreography of a massage for different sizes and types of pets. Topics include: general anatomy and physiology, principles and concepts for different types of massage, creating your workspace, preparing yourself, details for how to develop a pet massage business, and much more! *

Pet Massage is approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2). In addition, this Short Term Program is also approved by the Certification Council for Professional Dog Trainers (CCPDT), the International Association of Animal Behavior Consultants (IAABC) and the National Association of Dog Obedience Instructors (NADOI) for CEU credits.

**State and federal laws regarding the practice of Pet Massage vary widely and are subject to change. Since ABC has no jurisdiction regarding state and federal laws revolving around the practice of Pet Massage, ABC highly recommends that potential students educate themselves on the state and federal laws and regulations and how they may affect their practice of Pet Massage before purchasing the ABC Pet Massage Short-Term Program. It is the responsibility of potential students to determine what laws and regulations their state has adopted to govern the practice of Pet Massage. ABC does not assume any responsibility for state or federal regulations that prohibit or limit the practice of pet massage by the student.*

Doggie Daycare

Dog daycare service is rapidly expanding; it has grown by more than 12 percentage points over the past 10 years and will continue to do so. Done correctly, doggie daycare service can be incredibly lucrative. Learn how to do it right and reap the benefits of this growing market by enrolling in ABC's Doggie Daycare Short Term Program.

In this course you will find everything you need to know to start and run a successful doggie daycare. This program contains over 400 pages of detailed material, covering facility considerations, insurance, licensing and permit requirements, equipment needs, marketing and promotional advice, daily care and activities for dogs, and working with owners.

Doggie Daycare is approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2). In addition, this Short Term Program is also approved by the International Association of Animal Behavior Consultants (IAABC) for CEU credits.

Pet Fostering

The Pet Fostering Short Term Program instructs you on how to work with an animal shelter or rescue to set up a pet fostering program. You will learn how to select and retain volunteers as well as match foster animals with volunteers, along with other skills essential to maintaining a pet fostering program.

Pet Fostering is approved for CEU credits toward the Animal Behavior College Dog Trainer Level 2 Certification (ABCDT-L2).

How to Access Short-Term Programs

Students may purchase Short-Term Programs either at enrollment, during the program or after graduation. Short-Term Programs, which are available for your educational program, can be purchased and accessed online via the Student Center by clicking on the link “Short-Term Programs.” All available Short-Term Programs can be paid for online by credit card. If you’d like to pay by check or money order, please contact ABC’s Administration Department for assistance. Hard copy materials are not required as the study guide and exams are online only.

If Short-Term Programs are purchased at enrollment or before the completion of the Stage 9 exam, students obtain access to them within 2 days after the receiving a passing grade on the Stage 9 exam.

Short-Term Programs purchased during the externship and/or after graduation may be accessed immediately.

Students who are active in one of our core programs (Dog Obedience Instructor, Veterinary Assistant, Grooming Instruction or Cat Training) have up to 6 months to complete their Short-Term Programs from the date access is granted. A due date for each Short-Term Program purchased is provided in the Student Center by clicking on the “Short-Term Programs” link.

Short-Term Program inquiries can be sent to ABC’s Administrations Department, at Shorttermprograms@animalbehaviorcollege.com or calling 877-409-6560.

Frequently Asked Questions

The following section contains our most frequently asked questions. Questions are separated by the area and/or department to which they pertain.

Admissions, Financial Aid and Tuition Payment Questions

Questions relating directly to the admissions process, tuition financing and pre-enrollment concerns are located in this section.

Is Animal Behavior College a scam?

Absolutely not! Animal Behavior College has been in business since 1998. During that time, we have graduated over 29,000 students from our programs (Figure last recorded August 2019).

Animal Behavior College is a private vocational school approved by the Bureau for Private Postsecondary Education (www.bppe.ca.gov) under the California Private Postsecondary Act of 2009 and Title 5, California Code of Regulations Division 7.5, Private Postsecondary Education. The Bureau for Private Postsecondary Education approval means that this institution and operation comply with the standards established under the law for occupational instruction by private postsecondary educational institutions. Institutional approval is subject to continual review and the institution must reapply for approval every five years.

Do you offer any ABC programs internationally?

We offer our programs in Canada but at this point that is the only country outside of the United States in which our programs are available.

Is Animal Behavior College accredited?

Animal Behavior College is a private vocational school approved under California Education Code Sections 94915 and Title 5 of the California Code of Regulations. This approval indicates that Animal Behavior College has been visited and reviewed pursuant to state standards and that the curricula is consistent in quality with the curricula offered by traditional institutions. However, Animal Behavior College is presently not approved by an accreditation agency recognized by the Department of Education. It is important to understand that accreditation is not required for schools to offer vocational certificate programs.

Does ABC accept financial aid?

ABC is not a Title IV school and therefore does not accept federal financial aid. However, we do accept scholarships and we offer a variety of tuition assistance options through various third party lenders.

Are the ABC programs online?

All of ABC's programs are distance education programs. The first portion of our programs is online; meaning you study and take exams in the comfort of your home. Upon completion of the written coursework, students receive hands-on training via ABC-approved mentor facilities. We work with a wide variety of shelters, dog trainers, veterinary hospitals and grooming facilities across the United States (including Alaska and Hawaii) and Canada.

How long does the Dog Obedience Program take to complete?

The average program length (adhering to examination schedules) is 12 months. The maximum program completion time cannot exceed 18 months. Actual completion time will depend on student availability and the scheduling of hands-on training.

How long does the Veterinary Assistant Program take to complete?

The average program length (adhering to examination schedules) is 12 months. The maximum program completion time cannot exceed 18 months. Actual completion time will depend on student availability and the scheduling of hands-on training.

How long does the Grooming Instruction Program take to complete?

The average program length (adhering to examination schedules) is 12 months. The maximum program completion time cannot exceed 18 months. Actual completion time will depend on student availability and the scheduling of hands-on training.

How long does the Cat Training Program take to complete?

The program length (adhering to examination schedules) is 8 months. The maximum program completion time cannot exceed 12 months. Actual completion time will depend on student availability and the scheduling of hands-on training.

How long does the Aquarium Maintenance Program take to complete?

The program length (adhering to examination schedules) is 8 months. The maximum program completion time cannot exceed 12 months. Actual completion time will depend on student availability and the scheduling of hands-on training.

What is the Proof of Education requirement?

All students wishing to enroll in Animal Behavior College must possess a valid proof of high school equivalency upon enrollment. This may be a high school diploma, GED certificate and/ or high school proficiency certificate. Students' may move forward in the enrollment process if they are having challenges obtaining a copy, however, no student will have access past Stage 3 of their program until this requirement has been met.

What if I do not possess an acceptable Proof of Education?

If you do not possess a valid proof of high school equivalency, you may be eligible to take the Ability to Benefit (ATB) exam. This is a proctored exam that is approved by the Department of Education as a substitute for GED certificate. The proctor generally charges a fee, which varies from proctor to proctor and the student is responsible for any additional fees for this exam. It is valid only for enrollment in this program of study and is not considered a substitute for a GED certificate.

Is the schooling at ABC considered full-time or half-time?

Animal Behavior College is a distance-learning program and can be completed in a timely fashion with approximately 7-10 hours of study weekly. It is considered by traditional institutions to be half time.

What is a vocational school?

A vocational school is a postsecondary (after high school) educational institution where a person learns a trade focusing on specific skills.

Will I be a Registered or Licensed Veterinary Technician when I graduate from the Veterinary Assistant Program?

No. A veterinary technician program consists of attending an AVMA approved veterinary technology program. It is usually a full time, 2-year program resulting in an Associate of Applied Science degree. Upon graduation, a student will then be eligible to take the state and/or national licensing exam.

Will I be a certified Animal Behaviorist when I graduate the Dog Obedience Program or the Cat Training Program?

No. The term "behaviorist" is often misused. There are specific educational requirements, generally involving a higher education degree (Bachelors, Masters) as well as experience requirements (for example, 2 years of professional experience in applied animal behavior) in order to become a certified Animal Behaviorist.

Will I be a certified Service Dog Trainer when I graduate the Dog Obedience Program?

No. You will not be considered a Service Dog trainer at the completion of the ABC Dog Obedience Program. Upon earning your ABCDT certification, you will have the groundwork and basic knowledge that could take you to the next step toward working with service, emotional support and/or therapy

dogs. If you wish to go this direction with your dog training, you will need additional education and training before you can become a service or emotional support dog trainer.

I have a payment plan but I don't know when my payments are due.

This will depend on which payment plan you have. If you have a Tuition Options plan, Tuition Options will contact you by email to remind you and/or your Co-Signer of your monthly payment obligation. You may also contact Tuition Options to arrange automatic payments. Please note that your Program Manager does not have access to your financial paperwork. If you have an In-House Payment plan, your payments are due at the completion of every odd numbered stage (Stage 3, Stage 5, etc.), which is approximately every two months.

When am I getting my materials?

Once all of your paperwork is accepted by Animal Behavior College, you will be sent an email from the Finance Department letting you know your enrollment has been finalized. After your enrollment has been finalized, you will be assigned to a Program Manager. It may take about one week for your Program Manager to contact you for introductions. At that time, your Program Manager will request your materials from the Shipping Department. The request can take up to one week to process. Once your materials are ready to be shipped, the initial shipment will come via United Parcel Service (UPS). When UPS has picked up your box, you will receive tracking information emailed directly from UPS. Your Program Manager does *not* receive the tracking number. If you are on a tuition payment plan, your subsequent stages will be sent via United States Postal Service (USPS). There is no tracking number provided from USPS for partial shipments.

When does my Program Manager contact me?

Once all paperwork has been submitted and your enrollment has been finalized in the Finance Department, your file will be sent to the Administration Department for assignment to a Program Manager. It may take up to one week for your assigned Program Manager to contact you.

I have financed my tuition through Tuition Options. What is the difference between my initial deposit and my first payment?

Your deposit is made directly to Animal Behavior College, which gets you started in your program. Your first payment to Tuition Options shows complete acceptance of the payment plan arrangement with this third party company.

Where are you located and do you have a campus near me?

Our main offices are located in Southern California, but we are a national school and focus on home-based learning. You study at home, either with printed materials or online via the ABC Student Center (your choice), and do the work on your schedule, within ABC's flexible testing schedule. The Externship is set up within a mileage that the student agrees to before enrolling.

Can I send my dog to ABC for training?

Our certified dog trainer program is specially designed to give people the skill sets needed to start a career in the dog training business. We cannot train your dog directly. However, our Certified Dog Trainers are the perfect solution for dogs in need of obedience training or dogs that have other

behavioral needs. Please visit www.animalbehaviorcollege.com to find an ABC certified trainer in your area!

Can I take more than one program at a time?

We offer five programs at ABC as well as a variety of Short-Term Programs. Any of our programs may be taken at one time, however, it is important to remember that the programs are college level and they are challenging. To get the most out of each educational program offered by ABC, we recommend that students plan to spend 7 to 10 hours per week studying for one program. Often times ABC advises to stagger the program start dates, meaning the student would begin the second program 6 months after the start of the first program. If you enroll in more than one program and start them at the same time, please carefully consider your ability to dedicate 20 to 30 hours per week for your schooling.

Program-Specific Questions

My Program Manager told me my materials would be shipped soon, but I haven't received any tracking information.

All initial shipments are sent via UPS. If this is your first shipment, it may be that either the shipment has not yet been shipped out or the email containing the tracking number was routed to your spam folder. Typically, all students will receive a tracking number when shipment is picked up from ABC by UPS. If the shipment is considered a "partial" shipment (for example, Stages 6 and Stage 7 only), these are mailed by USPS and USPS does not provide a tracking number. Please contact your Program Manager for additional shipping details.

I received my tracking information but it's not going to the correct mailing address.

Please provide your Program Manager with the correct address and we will intercept the package as soon as possible. In some instances, the package can be re-routed even if it has already been sent.

Where do I get the Course Catalog?

The Course Catalog can be accessed online by going to your educational program's website and clicking on the "Tuition." The Course Catalog option will appear towards the bottom of the "Tuition" page.

My Packaging List says something is on backorder. When will I get my missing item?

If an item is on backorder (B/O), the packaging list will typically state the item. Backordered items are typically shipped within 2-4 weeks, but it will depend on when the manufacturer can fill our school's order for your missing item.

My access is blocked at Stage 3- Why?

Students who did not submit their Proof of Education at the time of enrollment will be prohibited from moving past Stage 3 until this enrollment requirement has been met. If you are unable to access any stages past Stage 3, and you have submitted your Proof of Education, please contact your Program Manager at your earliest convenience.

What is the difference between a Veterinary Technician and a Veterinary Assistant?

To become a Registered Veterinary Technician (or Licensed Veterinary Technician), you will need to find an Accredited Veterinary Technology program in your state. The program will require you to earn an Associate of Science degree while you are going through the program. At full-time status, it will take 2-3 years for you to complete the program. After completing the program, and getting your Associate's degree, you will need to apply to sit for the State Board Exam for Registered (or Licensed) Veterinary Technicians. You will need to contact your state's Veterinary Medical Board for more information about where and when they offer the RVT exam.

Since we do not offer a Veterinary Technology program, you will not be eligible to sit for your state's board exam after completion of the program. Graduates of our Veterinary Assistant Program obtain a certificate of completion in Veterinary Assisting.

Is the Veterinary Assistant Program NAVTA approved?

Yes, Animal Behavior College's Veterinary Assistant Program has been approved by the National Association of Veterinary Technicians of America (NAVTA). NAVTA identifies and approves veterinary assisting programs that meet their requirements and offers an evaluation exam for those interested in being certified as an Approved Veterinary Assistant (AVA). This designation is also recognized by the American Veterinary Medical Association (AVMA) for the important contributions made by the Veterinary Assistant to the veterinary practice team.

How do the payments work after I'm enrolled?

Tuition payments obtained through a third-party lender like Tuition Finance Company (TFC) or Tuition Options are made directly to those lenders on a monthly basis. Students whose tuition is financed directly through ABC (In-House Payments) will make payments directly to Animal Behavior College. Your Program Manager will notify you when payments are due if you have an In-House Payment Plan and you may remit payment online, through the Student Center (you must be logged on).

Why are my payments causing a delay?

It takes approximately 1-2 weeks to process payments depending on which payment plan the student has. ABC must wait for the third party lenders (TFC/TO) to report the payments to ABC. When ABC's internal Finance Department receives the notification, the student's Program Manager may then request the next shipment to be sent to the student.

How long is the Final Exam and what information does it cover?

The final exam will be administered once the student has successfully met the externship portion of the program. Students are given a total of 2 weeks (for the Veterinary Assistant Program, Cat Training Program and Grooming Instruction Program) or 3 weeks (for the Dog Obedience Program) to complete the final, which consists of a combination of essay and multiple-choice questions. The questions on the final exam will cover all information found in Stages 1 through 9 of your written program.

I purchased one or more Short-Term Program(s). When and how do I get access to them?

Once a student completes the written portion of the program (Stage 9) they will receive online access to the Short-Term Program(s) in their Student Center. The student will have six months to complete all purchased Short-Term Programs. For additional information, please contact your Program Manager.

How are the online exams graded?

The computer automatically grades multiple-choice questions and your Program Manager grades the essay questions. The points earned for the two sections are combined for your final grade on each exam.

Are the online exams open-book?

All exams are open-book.

Are the online exams timed?

No. The exams are not timed, but all exams must be submitted on or before the exam's scheduled due date. Exams submitted after the scheduled due date will be counted as delinquent unless the student has received approval for an extension.

My Program Manager just called and/or emailed me. When am I going to get my materials?

It takes approximately two to three weeks for your materials to arrive from the date you have been contacted by your Program Manager.

After my exam is graded, how do I view my answers?

To look up the questions you missed on an exam, log onto the Student Center, and click on "Online Testing" and then "View Grade Sheet." Once there, click on the stage you would like to view. The window that opens will bring up all the questions on the exam. This will show you, which questions you missed. You can then click on "View the Questions & Your Answer" to see what you marked on the exam. This will also provide you with the correct answer for the questions.

After my exam (Stages 1 through 9) is graded, can I view the answer key?

Yes, all of the correct answers are available online in the Student Center by clicking on "Online Testing" and then "View correct answers."

I want to participate in Students Saving Lives (Dog Obedience Instructor Training Program students only). How and when can I do that?

The Student Saving Lives program is to be completed during the externship portion of the program. Although if there is a shelter or rescue that the student is already involved with or interested in becoming a member of they can complete the orientation and prerequisites that are required while still in the written portion of one's program, prior to the externship. Student can find an information packet with all details in the Student Center, under the link *Student Saving Lives*.

My Grade Sheet in the Student Center shows a "due date" for Stage 10. What does this due date mean?

This is not an exam due date. The listed date is a generalized time frame that the externship or shelter experience should be completed by.

My Admissions Counselor said I could complete the program at my own pace – why do I have a test schedule?

State regulations require all vocational programs to set due dates for their students. This is to protect the student's financial investment in the program by insuring that you complete it within the contracted completion date. The pace at which the student studies at home is by their choice, meaning ABC does not require students to be online for a time period each week or require proof of study each week. If you feel you cannot meet your test due date, please contact your Program Manager before the exam due date to avoid any penalty.

I finished my Final Exam. How long will it take for me to get my Certificate?

You will receive your ABC Certificate within 4 to 6 weeks after your final exam has been graded. If a student has a tuition payment plan, the certificate will be sent once the payment obligation has been fulfilled.

I was assigned to an Externship Coordinator, but I'm still completing the written portion of the program – does this mean I must start my hands-on training before I get to Stage 10?

No, you've been assigned an Externship Coordinator because research is currently being done to locate a suitable externship location for you to be set up with once you are eligible to start the hands-on training. The Externship Coordinator also wants to make sure that any questions or concerns regarding your hands-on training can be addressed before it is time for you to start the externship.

How quickly can I complete the program?

How quickly you complete the program depends upon how much time you can dedicate to the program as well as any prior knowledge a student may have acquired prior to enrollment. We've had students complete the program in as little as 8 months. To complete the program in about 12 months (the minimum recommended timeframe for program completion, with the exception of the Cat Training Program, which is 8 months), students should expect to spend 7 to 10 hours per week reading the materials and studying. This is the same recommendation for Cat Training and Aquarium Maintenance students. Students who can dedicate additional hours per week on one program may be able to finish the program before the scheduled completion date. However, it is important to remember that your hands-on training will test your knowledge. Rushing through exams for the sole purpose of finishing the program early means that you may not receive the best educational experience during the written portion of the program. It may also result in a very low grade (or even a non-passing grade) during your externship/shelter experience.

My login information isn't working and/or I'm receiving an error message when I try to log on.

This typically happens when students are attempting to log onto the website of the wrong program or if the student has changed their email address and did not notify ABC of this change. ABC has a separate and unique Student Center for each of our five programs.

Can I take my exams before the scheduled exam due date?

Yes. As long as the student feels confident with their comprehension of the material, they may submit an exam prior to the due date. The assigned Program Manager reserves the right to limit your progression through the program if your grades fall below an acceptable level.

Can I stay enrolled in the program if I am planning on moving now or in the future?

As long as you are within the 50 United States or Canada, you may continue your course of study. Be sure to alert your Program Manager or Externship Coordinator of your moving plans so they can provide you with additional information.

My student scrubs don't fit. How can I exchange them for a different size?

Student Scrubs (both top and bottom) can be returned only if they haven't been worn or washed and the tags are still in place. Notify your Program Manager that the items are being returned and include a note with your full name (first and last name), the size you'd like to be sent in exchange, and your complete mailing address. It may take a few weeks for your Program Manager to receive the package.

Please send returns or exchanges to the following address:

Animal Behavior College
ATTN: (Program Manager's name)
25104 Rye Canyon Loop
Santa Clarita, CA 91355

Once the school has received the garment(s), your Program Manager will have the Shipping Department send the requested size. To better determine what size will be a better fit, please see the size chart at the end of the handbook.

Can I claim my tuition as a tax deduction?

In order to receive a 1098-T or 1099-T tax form, the school must be a title IV school, meaning it is federally funded as well as being able to participate in the Department of Education's student aid programs, which Animal Behavior College is not. Tax-free grants, such as the MyCAA program, are not generally accepted as a tax deduction. ABC advises to speak with a tax consultant to see what tax deductions you may qualify for.

I got my materials! Now what?

Please contact your Program Manager immediately so they may send you further information to get started.

If I call/email my Program Manager or Externship Coordinator, how long can it take to receive a response?

Most phone calls and emails are returned within 2 business days. Calls or emails received after business hours or during weekends or holidays are returned within the two business days following the ABC staff member's return to the office. When leaving phone messages and/or sending emails, please be sure to include your full name (first and last) and your ABC student ID. Failure to include this information may result in a delayed response.

My Program Manager is asking for my Student Checklist. What is this document and how do I obtain it?

The New Student Checklist is the student's acknowledgement that all materials were received and that the student reviewed the Course Catalog, the ABC Exam Due Date policy and Student Handbook. The checklist is required to be on file with ABC and the student will not be able to proceed to their Externship/Shelter Experience until returned. The New Student Checklist is a digital document, located in the Student Center. Once you've submitted the document, the link will be removed.

I have my Proof of Education but I don't know how to submit it.

Your document(s) can be returned via fax, email or regular mail. Please include your ABC student ID with your submission.

Fax: 866-844-1531

Regular Mail: 25104 Rye Canyon Loop, Santa Clarita, CA 91355

Email: Sent directly to the email address of your Program Manager

How do I change my login and/or contact information for the Student Center?

Your contact information (i.e. mailing address, phone number and email address) may be updated online via the Student Center and accessing the "[Update Contact Information](#)" link or by contacting your Program Manager. Each student is assigned a unique password for logging onto the Student Center and it cannot be changed. Please do not give anyone else the password assigned to you by ABC.

How long does it take for my test to get graded?

Your Program Manager will grade your exam within 5-7 business days after receiving the completed exam. If you think you've waited more than 7 days to receive your exam grade, please contact your Program Manager, as there may have been a problem when you tried to submit your exam.

Is there someone near me who I can study with?

ABC encourages a collaborative learning environment. Many students have utilized Facebook and Twitter to form independent study groups and to talk about their experiences in the program. For more information about ABC's social media sites, see the section titled "[ABC on Social Media](#)."

Why did I get marked down on my essay answer?

The essay questions are ABC's best way to test how thorough your knowledge is of the subject. Many questions have more than one part and/or ask for a combination of different descriptions. If a student answers one part of a question perfectly but omits the remaining information required by the essay question, the student will be marked down for that question. Furthermore, plagiarism (copying an answer word-for-word out of the materials) is not permitted nor is utilizing outside sources, such as the Internet. Students who plagiarize or use outside sources are automatically marked down for their answer. Remember, this is an evaluation of your knowledge. ABC encourages the student to discuss their performance with their Program Manager.

I have a complaint, whom do I call?

If you have a complaint about your Program Manager or Externship Coordinator, we expect you to attempt to resolve the problem with that person first. Typically, issues arise due to a misunderstanding,

which can be easily resolved by asking for clarification. After attempting to resolve the problem with the specific Program Manager or Externship Coordinator, if the issue still exists, you may contact the Assistant Program Operations Manager by asking to speak with that person. If the Assistant Program Operations Manager cannot resolve the problem, you may request to speak with the Program Operations Manager or follow the Student Grievance Procedure outlined in this handbook.

How and/or when will I have access to my Short-Term Program(s)?

You will be granted access to all purchased Short-Term Programs via the Student Center once you have passed the Stage 9 portion of your core program. Once access has been granted, you will have 6 months to complete all purchased Short-Term Programs. If you purchase Short-Term Program(s) after graduation, you will have access in the Alumni Center within 2 business days, and will have 6 months to complete the course.

I have a payment plan and I did not receive my Grooming Toolkit with my first shipment. When will my toolkit arrive? (Grooming Instruction Program only)

Grooming kits are shipped once a student has made their payment to open Stages 6 & 7. Each plan is different in the amount of payments submitted. Your contract will explain how many payments need to be made to qualify to be at Stage 6 & 7.

I don't know what head-collar size to order for my dog (Dog Obedience Instructor Training Program Only).

If you aren't sure what size head collar to order for your dog, use the following table for reference:

Head Collar Size Chart	
Choose the breed that most closely fits the head size of your dog. Please note that female dogs and young dogs may need a size smaller	
<i>Head Collar Size</i>	<i>Breed Examples</i>
0 (X-small)	Miniature Dachshund, Papillion, Toy Poodle, Yorkshire Terrier
1 (Small)	Border Terrier, Cairn Terrier, Jack Russell, Standard Dachshund, Welsh Corgi, Sheltie, West Highland White Terrier, Whippet
2 (Medium)	Beagle, Border Collie, Cocker Spaniel, Saluki, Schnauzer, Standard Poodle, Basenji, Welsh Terrier
3 (Large)	Afghan Hound, Airedale Terrier, Boxer, Briard, Chow Chow, Dalmatian, Doberman Shepherd, Greyhound, German Shepherd, Husky, Golden Retriever, Irish Setter, Weimaraner
4 (X-large)	Mastiff, Clumber Spaniel, Giant Schnauzer, Great Dane, Newfoundland, Rhodesian Ridgeback, Rottweiler
5 (xx-large)	Bloodhound, Large Danes, Mastiff, St. Bernard

*My Program Manager just sent me an email about the AVA exam- what is it and am I required to do it?
(Veterinary Assistant Students Only)*

The Approved Veterinary Assistant (AVA) designation was created by the National Association of Veterinary Technicians of America (NAVTA) to recognize the contributions veterinary assistants make to the veterinary practice. It is optional for graduates of a NAVTA-approved veterinary assistant program to take the AVA examination. This exam is administered by a third party, VetMedTeam. For more information, visit: <https://www.vetmedteam.com/ava-faq.aspx>

Stage 10 - Externship

What specific location will I be attending for the externship?

If you are enrolled in the Dog Obedience, Grooming Instruction or Veterinary Assistant Program, your Externship Coordinator will set you up with an externship site. This process starts while you are still completing your written portion, but you will not officially start your externship hours until after you finish Stage 9 and have met other requirements such as homework submission, payments, Pet CPR/First Aid, etc. You will be assigned an Externship Coordinator, typically around Stage 6 of your program, who will work with you to get you set up into a site that meets both your personal and educational needs. ABC does not guarantee any specific externship location or training dates and times. However, we will make every reasonable effort to set you up with a training location that is convenient for you.

How long will it take for me to be set up with an Externship Location?

Depending on the student's area, a training location may already be ready to have a student start as soon as a student is ready, or research may need to be done. Students who live in areas with a relatively low population or have limited availability in their personal schedule may experience a lengthier delay in their externship start date. Your Externship Coordinator will provide you with additional details specific to your area.

I received a head collar or harness with my materials, do I have to use it for the Externship?

No, the head collar or harness is a gift to you from Animal Behavior College. It is a wonderful tool to learn to use and have in your toolkit, but your mentor trainer may not require it to be used during your externship.

If I get a job at a dog trainer facility, shelter, veterinary hospital or grooming shop can I do my externship there?

In most cases, yes, you can complete your Externship at your place of employment if it is an acceptable externship facility (as determined by ABC). Hours worked will not count towards your externship until you have successfully completed all of the written stages and the facility have returned the required contract to your Externship Coordinator. Your place of employment will have to agree to have you complete your hours there and will have to adhere to ABC's guidelines in the same way as other externship sites.

I have previous experience and/or I currently work in the field associated with my Program. Will my previous experience count toward the externship?

ABC does not accept previous or current experience toward the Externship for any of our Programs. Externship hours start after your Program Manager gives the okay to start and your Externship Coordinator has a location ready to take you for the externship. While your previous experience cannot be counted towards your externship, it will provide students with extra insight into their field of study and enhance the student's experience.

How is the externship mileage calculated?

Mileage radius (meaning a straight line from point A [ZIP code from place of residence] to point B [externship site]) is calculated based upon using your home ZIP code and the population in your immediate area. Mile radius is not actual driving mileage.

Are all externship trainers/locations certified by Animal Behavior College?

Possible trainers or locations are required to complete an interview and screening process. This process evaluates many areas, including their teaching/training philosophy to make sure it is in line with the standards that ABC has created to meet the guidelines of our curriculum. In the Dog Obedience Instructor Training Program, many of the Mentor Trainers are past ABC graduates; but they still go through the same interview and screening process. (Excluding the Cat Training Program.)

How long will I be working with my externship trainer/location/shelter location?

The minimum requirements for externship hours for each program are as follows:

- Dog Obedience Program – 15 to 30 hours (depending on class format)
- Veterinary Assistant Program – a minimum of 100 hours
- Grooming Instruction Training Program – a minimum of 150 hours
- Cat Training Program – a minimum of 25 hours

I just found out I'm pregnant – can I complete the externship during my pregnancy?

Students enrolled in any ABC program may be exposed to chemicals, anesthetic agents, pharmaceutical agents, X rays, zoonotic diseases or parasites (such as toxoplasmosis), which can cause harm to an unborn fetus. All programs include the handling of animals and have potential risk of injury to the student and/or unborn child.

Any student who is pregnant while enrolled in any of the programs offered by ABC is advised to speak with their physician and make an informed decision on whether to start/continue the Externship portion or elects to be placed on a temporary medical leave of absence.

Can I split my externship hours between two different locations?

ABC does not permit hours to be split between two facilities. All training hours must be completed at the same site. It is very important as a student to have continuity with a facility to achieve the best results in regards to your Externship as well as a fair evaluation of your aptitude. For this reason, we do not allow any student to split their externship hours between different locations.

How many hours per week is the externship/shelter experience?

The recommended minimum hours per week for each program are as follows:

- Dog Obedience Program – 1 to 2 hours per week (depending on class format)
- Veterinary Assistant Program – 8 to 10 hours per week (for example, two 5 hour shifts or one 8-hour shift)
- Grooming Instruction Training Program – 8 to 10 hours per week (for example, two 5 hour shifts or at least one 8-hour shift)
- Cat Training Program – 4 to 5 hours per week

This can vary depending on the site availability as well as the student's own personal schedule. Keep in mind, the more flexible you are with your schedule, the more likely the site will be interested in taking you on. The distance you have to travel within your contractual mileage may increase if your schedule does not work out with the sites closest to you, or in the case of the Dog Obedience Program, if you do not have a dog.

Can my Externship be completed overseas, at a zoo, on a farm, etc.?

We do not instruct on large or exotic animal care or training. Therefore, we only place students in companion (small) animal facilities. All training needs to be conducted in the USA, or Canada.

Where will I be placed at for Externship?

Your Externship Coordinator will search for mentor locations within your contractual mileage. It is important to promptly reply to any contact initiated by your Externship Coordinator during this research as a delay in reply can prohibit your Externship Coordinator from moving forward with research. (Excluding the Cat Training Program.)

Can I choose my mentor facility/trainer?

While we cannot guarantee placement of a specific trainer, grooming salon or veterinary hospital due to circumstances beyond the control of ABC, you are most welcome to give the name and number of a preferred location and our Externship Coordinators will certainly contact the business on the student's behalf. (Excludes Cat Training Program students)

When do I start my Externship/Shelter Experience?

The requirements that must be met in order to move forward into your externship are as follows:

- ✓ You must have successfully completed all 9 written stages.
- ✓ The New Student Checklist must be remitted.
- ✓ Tuition payments (if applicable) must be current.
- ✓ Students must have completed their Pet CPR/First Aid requirement prior to starting their externship

I found a shelter to do my volunteer hours for the Shelter Experience, what do I do next? (Cat Training Program only)

Once you have secured a shelter/humane society, fill out the Volunteer Information Form and send to your Program Manager for approval.

What happens if an animal bites me during the Externship?

You must notify your supervisor at the facility as well as your Externship Coordinator (or Program Manager for Cat Training students) right away. If you sustain an injury while actively completing your externship hours, the school does provide liability insurance to offset costs that may incur in the event of an injury.

How do I complete the Homework assigned to me by my Grooming Program Manager?
(Grooming Instruction Program only)

Homework is an important part of your preparation for your externship. The ABC mentors will only work with students who have completed the hands on homework. The homework consists of two vital parts. First, the student will view DVD assignments to reinforce and help visualize the tasks and then write essays on what new techniques they learned. Then, the student will practice with a pet dog of your own, from a family member or a friend. You may use a dog with “fur” (Labrador retriever, Beagle, Shepherd, etc.) for nail clipping, ear cleaning, and bathing. A dog with “hair” (Poodle, Bichon, Maltese, Yorkie, etc.) will be needed for the basic body clip and scissoring. Your program manager will help you along the way to help you with what to use, and how to perform each task. The student will need to take “before” and “after” pictures to submit to their Program Manager. A list of required homework assignments can be found in the Grooming Instruction Program’s Student Center.

What if I do not want to bathe/brush dogs (Grooming Program) during my Externship?

All students spend several hours bathing, drying, clipping nails, cleaning ears, and completing prep cuts. It is important for student to understand and be able to demonstrate the basics. For example, without a proper blow out the coat does not set right and it will influence the overall groom. All students must start with the basics. When their Mentor thinks they are ready to move forward, they will move up to more advanced work based on the individual’s aptitude.

When can I start calling myself a “Dog Trainer”, ‘Cat Trainer’, “Veterinary Assistant” or “Groomer”?

When you have successfully completed your externship/Shelter Experience and passed your final exam, you are considered a graduate of your program and can then call yourself either an ‘ABC Certified’ Dog Trainer, Cat Trainer, Veterinary Assistant or Groomer. Remember, these programs are just the beginning of your career in the animal field. We encourage you to continue your education, seek additional certifications and/or specializations and dedicate yourself to a lifetime of learning about animals.

When do I get my grade for the Externship?

The externship is given a “pass” or “fail” online; the Grade Sheet from the student’s externship location is provided either if the student doesn’t pass the externship (if the grade is marked as “fail”) or with the Graduate Packet (if the grade is marked as “pass”).

When do I get my grade for the Shelter Experience?

The Shelter Experience is given an “pass” or “fail” online. No grade sheet is issued for this stage.

Questions about Graduation and Alumni

Do you offer job placement assistance?

All of our Alumni have access to our exclusive job board. No school or training center can ethically promise or guarantee a job. However, ABC does assist its graduates with resume writing, grooming tips, interviewing techniques and job search skills. Assistance is a privilege to any graduate who requests it.

How long will it take for my certificate to arrive after I receive my grade for the final exam?

It takes anywhere from four to six weeks for your certificate to arrive via standard mail. If you have a payment plan for tuition, the account must be paid in full prior to receiving your certificate.

I was interviewed for a “Success Story” – What will ABC do with my story?

If you have been interviewed or you have submitted information regarding your ABC success story, the information may be submitted to a local newspaper in your area or possibly for a magazine article. Our staff will contact you if there is interest from the media and you will be guided through the process. This will help provide publicity for your business as well as for ABC.

Why can't I log on to the Alumni Center?

Most likely you cannot log into the Alumni Center because either you are A) using the incorrect log in information, B) you've changed your email address and you have not updated ABC with your new information or C) you did not sign up for Alumni benefits.

- A) Make sure you are trying to log in using the correct log in information. Access the “Alumni Login”, rather than the “Student Login.” Your “User ID” is your email address that is on file with ABC. Your “Password” is your ABC number. You need to include the “abc” in front of your five-digit number. So your password should look like this “abcxxxxx” with the X’s being replaced by your five-digit student ID number. It does not matter if the “abc” is all capitals or lower case.
- B) Make sure the email address you are using is the same one we have on file for you. If you have a new email address, you should try to log into the Alumni Center with the email address you used while enrolled. Once you are logged into the Alumni Center, you will be able to update your contact information (with your current email address) by clicking on the button that says “Update Contact Info.” If you cannot log into the Alumni Center at all to update this information or if you’ve forgotten the email address you had on file with us, please send an email to: Alumni@animalbehaviorcollege.com with your updated information and request Alumni Center Log-In Assistance.

****NOTE:** The resolutions above are under the assumption that you did at one time have access to the Alumni Center. If you have never had access to the Alumni Center, your access may not be set up. You need to have a signed Alumni Registration Agreement on file with ABC to receive access. Alumni Registration is free. If you have not set up your access previously, send an email to Alumni@animalbehaviorcollege.com requesting the Alumni Registration form.

How much does the Turnkey Website cost? (Dog Obedience Program only)

The ABC Turnkey Website (once activated) is \$14.95 per month. This includes five pages for your site: A home page, an about me page, a contact info page, a training philosophy page, and a training services page. Certain add-on services carry an additional monthly charge, such as the photo gallery feature (\$4.95 per month). Additional Turnkey Website pages are \$0.99 per month.

How do I operate the Turnkey Website? (Dog Obedience Program only)

Once you have activated your Turnkey Website, you would do the following:

- Log into your Alumni Center

- Click on the link (in the left hand column) that says “Your ABC Turnkey Website”
- Click on “Manage Pages”
- Find the page you would like to edit in the list of pages and click on “Edit”
- Fill out the template with the information you’d like seen on that page of your website.
- Click on the “Save” button (at the top right hand corner of the template which looks like a floppy disc)

What type of insurance do you offer and how do I apply for it? (Dog Obedience Program/Grooming Instruction Program/Cat Training Program only)

Insurance is offered to our alumni through a working relationship we have with Business Insurers of the Carolinas for the United States and PMS Prolink for our Canadian alumni. Business Insurers has been providing General Liability specifically designed for ABC Alumni Inc. members since 2006.

Coverage includes the broadest Care Custody and Control coverage for the pets and property in your care whether at your client's home, in transit or at your home. This policy was designed to take the worry and the hassle out of finding reliable coverage.

To apply for the insurance:

- Log into your Alumni Center
- Click on the link (in the right hand column) that says “Liability Insurance USA” for United States alumni and “Liability Insurance Canada”

Follow the links on the next page to apply directly through Business Insurers of the Carolinas or PMS Prolink.

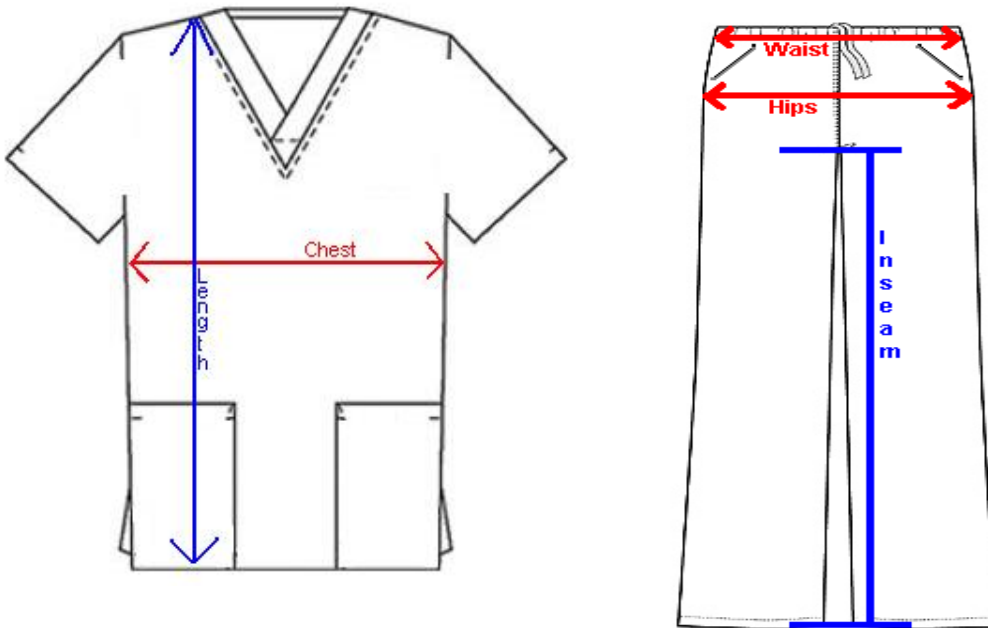
How do I view jobs on the ABC Alumni Job Board?

You will need to be registered as Alumni to view the job listings. After logging into the Alumni Center, look for the button titled “Job Board.” From there you may put in your ZIP code and search for postings in your immediate and surrounding area.

I need another (or a replacement) certificate/materials/scrubs. How do I get it?

If you need any replacement materials, you should contact your Program Manager for replacement materials and/or graduate materials. If you no longer have the contact information for your Program Manager, please call the main Admissions number at 800-795-3294. Your information will be forwarded to the appropriate department and you will be contacted within 7 business days. Please include your full name, ABC number and the program you are enrolled in (or the one you graduated from if you are Alumni).

Size Chart –Student Scrubs



Scrub Top (Veterinary Assistant Program Only)

	Extra Small	Small	Medium	Large	X-Large	XX-Large	XXX-Large
Chest	21.5"	44"	48"	52"	56"	60"	64"
Waist	21.5"	44"	48"	52"	56"	60"	64"
Hips	21.5"	44"	48"	52"	56"	60"	64"
Length	25"	28"	28"	29"	30"	32"	33"

Scrub Pants (Veterinary Assistant Program Only)

	Extra Small	Small	Medium	Large	X-Large	XX-Large	XXX-Large
Waist	13"-19"	28"-38"	32"-42"	36"-46"	40"-50"	44"-54"	48"-58"
Hips	21"	40"	44"	48"	52"	56"	60"
Inseam	28"	28"	28"	29"	30"	32"	33"

Veterinary Assistant Student Scrub sets are measured at the area indicated on the charts above. Unit of measure is inches. All measurements are approximate. Note that scrubs come in a set- ABC is unable to accommodate requests for differently sized tops and bottoms. The scrubs should fit loosely in

order to provide an unrestricted range of movement. All scrub sets are a cotton-polyester blend. The scrubs do not shrink after washing.

Thank you for taking the time to review your Student Handbook. We hope that you found this information helpful and we at Animal Behavior College wish you all the best in your studies!

